

**BUREAU OF ELECTRONIC AND APPLIANCE REPAIR**

3485 Orange Grove Avenue, Suite A
 North Highlands, CA 95660
 (916) 574-2069 Fax: (916) 574-2120
www.bear.ca.gov



Electronic and Appliance Repair Industry Tip Form

Your Information:**Tip About:**

CONTACT NAME	COMPLAINT FILED AGAINST (RESPONDENT):		LICENSE/REG. NO IF KNOWN
BUSINESS NAME	ADDRESS (NUMBER) (STREET)		
ADDRESS	(CITY)	(STATE)	(ZIP CODE)
(CITY) (STATE) (ZIP CODE)	PHONE NUMBER		
PHONE DO YOU WANT TO REMAIN ANONYMOUS? <input type="checkbox"/> YES <input type="checkbox"/> NO	PERSON DEALT WITH:		

Your Email Address: _____ Your Fax Number: _____

PLEASE SPECIFY TYPE OF COMPLAINT:

Parts Availability Literature Availability ☐ Unregistered Activity ☐ Advertising Issues ☐ Other _____

For Parts/Availability Tips: Are you a Manufacturer-authorized service? ☐ Yes ☐ No

Please provide the following:

Model Number(s) of Set(s) Date(s) of Manufacture

Please attach any supporting documents but do not provide originals. Documents provided will not be returned.

- ☐ Summary of the issue(s)
- ☐ Copy of any relevant correspondence (e.g., letters to Manufacturer)
- ☐ Copies of any invoices related to the issue(s)
- ☐ Copies of advertisements (for unregistered or advertising issues)
- ☐ Any other documentation

Please send information to:

BEAR
 Field Operations
 3485 Orange Grove Avenue, Suite A
 North Highlands, CA 95660

Or fax to: (916) 574-2120 – Attn: Field Operations

Signature _____

Date _____

The information collected on this form is collected pursuant to Sections 325, 326 and 9812 of the Business and Professions Code. For questions regarding the use of your personal information please review the attached departmental notice regarding the collection and use of personal information.

Notice on Collection of Personal Information

Collection and Use of Personal

Information. The Bureau of Electronic and Appliance Repair of the Department of Consumer Affairs collects the information requested on this form as authorized by Business and Professions Code Sections 325 and 326. The Department uses this information to follow up on your complaint.

Providing Personal Information Is

Voluntary. You do not have to provide the personal information requested. If you do not wish to provide personal information, such as your name, home address, or home telephone number, you may remain anonymous. In that case, however, we may not be able to contact you or help you resolve your complaint.

Possible Disclosure of Personal Information.

We make every effort to protect the personal information you provide us. In order to follow up on your complaint, however, we may need to share the information you give us with the business you complained about or with other government agencies. This

may include sharing any personal information you gave us.

The information you provide may also be disclosed in the following circumstances:

- In response to a Public Records Act request, as allowed by the Information Practices Act;
- To another government agency as required by state or federal law; or
- In response to a court or administrative order, a subpoena, or a search warrant.

Contact Information

You have a right of access to records containing personal information about you maintained by the Department of Consumer Affairs, unless the records are exempted from disclosure by Section 1798.40 of the California Civil Code. Individuals may obtain information regarding the location of his or her records by contacting the Public Records Request Coordinator at the following address and telephone number: 3485 Orange Grove Ave., North Highlands, California, 95660 or (916) 574-2041.